

**NICOR ENERGY LLC RESPONSE TO
STAFF OF THE ILLINOIS COMMERCE COMMISSION
DATA REQUESTS**

JH-4 What plan does Nicor Energy have to deal with billing complaints and inquiries?
Specifically address:

Response

Pursuant to the service agreement between Constellation and Nicor Energy, Constellation will be responsible for handling customer complaints and inquiries for all usage subsequent to March 7, 2003. This includes usage of customers assigned to Constellation and customers that did not consent to assignment and continued to take service from Nicor Energy. For usage prior to that date, Nicor Energy is currently handling complaints and inquiries. Subsequent to June 23, 2003, all complaints and inquiries not handled by Constellation will be handled by the firm of Gleeson, Sklar, Sawyers & Cumpata LLP ("Gleeson"). The main contact person on the Nicor Energy account will be Gregory Loberg. The contact information is as follows:

Gleeson, Sklar, Sawyers & Cumpata LLP.
225 West Washington Street
Suite 400
Chicago, IL 60606
P: 312-899-4460
F: 312-726-1547
Email: ne@gsscllp.com

The contract with Gleeson, which is responsible for handling all of the outstanding fiscal, legal and operational matters related to Nicor Energy, has an indefinite duration. It is expected, however, that all Nicor Energy matters should be completed some time during 2004. Nicor Energy will maintain its current telephone number Nicor Energy's current phone number of 630-435-6400 and customers that call Nicor Energy with complaints or inquiries will receive a message to contact Gleeson. In the next few days, Nicor Energy will distribute this contact information to a list of organizations and individuals, including the Illinois Commerce Commission.

- a. What Nicor Energy contact information will be available to customers for dispute resolution?

Response

See above response

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I.C.C. DOCKET NO. 03-0193

Staff Exhibit No. JH-4

Witness _____

Date 6/26/03 Reporter B

- b. What Nicor Energy contact information will be available to Commission staff handling customer complaints and inquiries?

Response

See above response. In addition to the general Gleeson contact information, Commission staff will be provided information to contact Mr. Loberg directly.

- c. Will the bill provide dispute resolution contact information?

Response

See above response. Because disputes may arise over past bills, Nicor expects the vast majority of customers to be contacting its old telephone number. That is why it is maintaining it with a message providing updated contact information.

- d. How long will Nicor Energy continue to issue bills for service provided?

Response

As soon as the information becomes available to bill for usage through June 18, 2003, Nicor Energy will be billing its customers (through Constellation). After that date, any cancelled or rebills will be handled by Gleeson

- e. How long after the last bill is issued will Nicor Energy make a representative available to handle disputes?

Response

Current expectation are that Gleeson will continue to represent Nicor Energy into 2004. The exact duration of that representation depends upon how quickly the issues being handled by Gleeson are resolved.